



October 10, 2011

VIA ECFS AND EMAIL

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, DC 20554

Attention: Consumer and Governmental Affairs Bureau

Re: Notification of Service Interruption, *Structure and Practices of the Video Relay Service Program*, CG Docket No. 10-51

To Whom This May Concern:

Pursuant to 47 C.F.R. §64.606(h)(3) of the Commission's rules, as amended, Snap Telecommunications, Inc., (Snap!VRS) hereby notifies the Commission's Consumer and Governmental Affairs Bureau of an unforeseen service interruption that has been quickly resolved, as described below.

On October 5th at 6:35 am, Snap!VRS received system notification that the primary telecommunications network provider for one of our call centers went into a routing loop mode, blocking three incoming calls. Manual switchover to the back up telecommunications network provider was accomplished by 7:05 am. Automated systems are already in place with the primary provider for immediate switch to the back up provider in the event of network failure. This unique loop blockage was quickly repaired with full restoration of network operations. Outage notifications are placed on the Snap!VRS website informing customers of service interruptions.

Please feel free to contact me for additional information regarding the above.

Sincerely,

/s/

Nancy J. Bloch
Chief Regulatory Liaison and Advisor
Snap Telecommunications, Inc.
443-438-1321 V/VP
nbloch@snapvrs.com

cc: Thomas W. Kielty, President and Chief Executive Officer
Steph Buell, Chief Compliance Officer
Joel Gurin, Chief, Consumer and Governmental Affairs Bureau (via email)
Karen Peltz Strauss, Deputy Chief, Consumer and Governmental Affairs Bureau (via email)
Gregory Hlibok, Chief, CGB Disability Rights Office (via email)